

Board briefs summarize the board meetings of BC Emergency Health Services (BCEHS). These briefs are shared with BCEHS agencies, government, media and other stakeholders to keep them informed about the activities of BCEHS.

- Board briefs are available online at: www.bcehs.ca/about/accountability/board-meetings
- Media contact: BCEHS Communications at 250-953-3651

Summary of the October 22, 2015 Board Meeting

The BC Emergency Health Services (BCEHS) board has six scheduled open board meetings per year. BCEHS is committed to holding open board meetings outside the Lower Mainland. The October 22, 2015 meeting was held in Vancouver.

Question & Answer / Public Presentation Period

In the spirit of its commitment to public accessibility, the board of BCEHS provides opportunities for the public to schedule presentations and to ask questions of the board prior to the beginning of every open board meeting.

No questions were submitted.

No public presentations

Business Meeting

Ms. Jas Khandal, a BCEHS Medical Dispatcher delivered a presentation on patient experience.

Patient experience: From the dispatcher's point of view

Ms. Khandal was fortunate to be one of the few dispatchers who've been able to connect back with an emergency call patient after providing critical support that resulted in saving a life. The audio recording of the emergency dispatch was played. At the conclusion of the recording Ms. Khandal recounted the events of the emergency dispatch and the subsequent satisfaction of having spoken with the person her actions had saved.

Discussion among board members included the following points:

- Ms. Linda Lupini stated that the Board meeting provided a unique occasion to recognize and thank Ms. Khandal
- The Board was provided with an explanation by Ms. Khandal on the techniques she used to connect with the patient during this experience
- Appreciation and sincere thanks to Ms. Khandal for her efforts as well as for the rest of her colleagues and asked her to relay the message back to headquarters
- The importance of using relaxation techniques after stressful situations

Business arising from the minutes

Update on Community Paramedicine

Ms. Nancy Kotani was available to answer any questions from the Board regarding community paramedicine.

Discussion among board members included the following points:

- The Board's desire for accelerated progress on the Community Paramedicine initiative
- How uplifting it was to see how many communities were excited to participate

Board Committee Reports

Quality & Access Committee

Mr. Ritchie reported that there is confidence that BCEHS compliments are captured, unlike other health care agencies where compliments are more likely to take place at the point of care and not recorded.

He also reported that Hand Hygiene compliance remains high; and that the main developments for imPROVE were that it provided a system for engaging all staff in daily management activities which align to the strategic objectives of BCEHS.

Governance and Human Resources Committee

Ms. McGrath presented the Board Governance Guidelines and Policies. The Committee carried out its annual review of certain policies. Some revisions to the Guidelines and Policies were suggested by Management.

The revised policies were approved.

Finance Committee

Mr. Manning presented the BCEHS policy framework that outlines the standard BCEHS aviation processes and guidelines for accessing heliports and helipads in British Columbia to support out-of-hospital patient care.

Mr. Manning also provided the Committee with a Financial Summary for BCEHS for the five periods ended August 13, 2015 and forecasted to end the fiscal year with a balanced budget.

Audit Committee

Ms. Rafferty provided the Compliance Review of Financial, Statutory and Regulatory Requirements. Inquiries were made with management to determine if there are areas of material non-compliance with legislative requirements.

Management was also presented a review of the stability of key suppliers that otherwise would create a material risk to the operations of BCEHS, and a review of the key sources of non-government funding. At this time, management is not aware of any issues that would create a material risk.

Research Committee

Mr. Sadler provided a summary for BCEHS Research and Education Metrics report.

Next meeting

December 3, 2015 in Vancouver